

VQS 3.3.3 QUESTION:

Identify and explain any other instances of terminations of contracts, agreements or other arrangements within the preceding five years, prior to the completion or full term, whether voluntarily or by action of other parties.

Neustar Response

During the normal course of business, arrangements with Neustar customers are sometimes, and for various reasons (e.g., non-payment), ended, including by way of non-renewal elections, settlement, inactivity, and agreement of the parties not to continue conducting business with each other. In answering the question, Neustar is applying a materiality threshold of \$10,000,000 in value for these arrangements for the following reasons:

- Neustar maintains, largely as a result of acquisitions, a number of different contract and account tracking systems, each of which track different information concerning its contracts. For the bulk of its contracts, Neustar's systems do not identify the reason for a cancellation.
- Because the typical customer profile for some of Neustar's business segments (e.g., Enterprise Services) is that of high volume and low contract value, there is a potentially large number (thousands) of contracts responsive to this question, though it appears mostly for non-payment.

Neustar hereby confirms that none of its contracts with a value greater than \$10,000,000 has ever been subject to a termination prior to the completion of their terms. Moreover, with respect to its contracts for the implementation of number portability similar in nature to those contemplated by the instant RFP (whether as administrator or a solution provider to an administrator), Neustar hereby confirms that none of those contracts (regardless of value) has ever been subject to a termination prior to the completion of their terms at any time (and not just in the preceding 5 years) in any jurisdiction.

We note that, as the current LNPA, Neustar enters into indefinite-term NPAC/SMS User Agreement with Users for the provision of number portability services. Over the course of its administration of the NPACs, a handful of such NPAC/SMS User Agreements have been cancelled for reasons such as duplicated agreements due to mergers & acquisition, liquidation in bankruptcies, and elections by customers (for reasons known only to them).

Finally, because its business arrangements are subject to confidentiality obligations, Neustar may not be at liberty to disclose the identity of the parties or the circumstances surrounding the cessation of a business relationship, and so Neustar could only provide information responsive to the question on an anonymous basis.

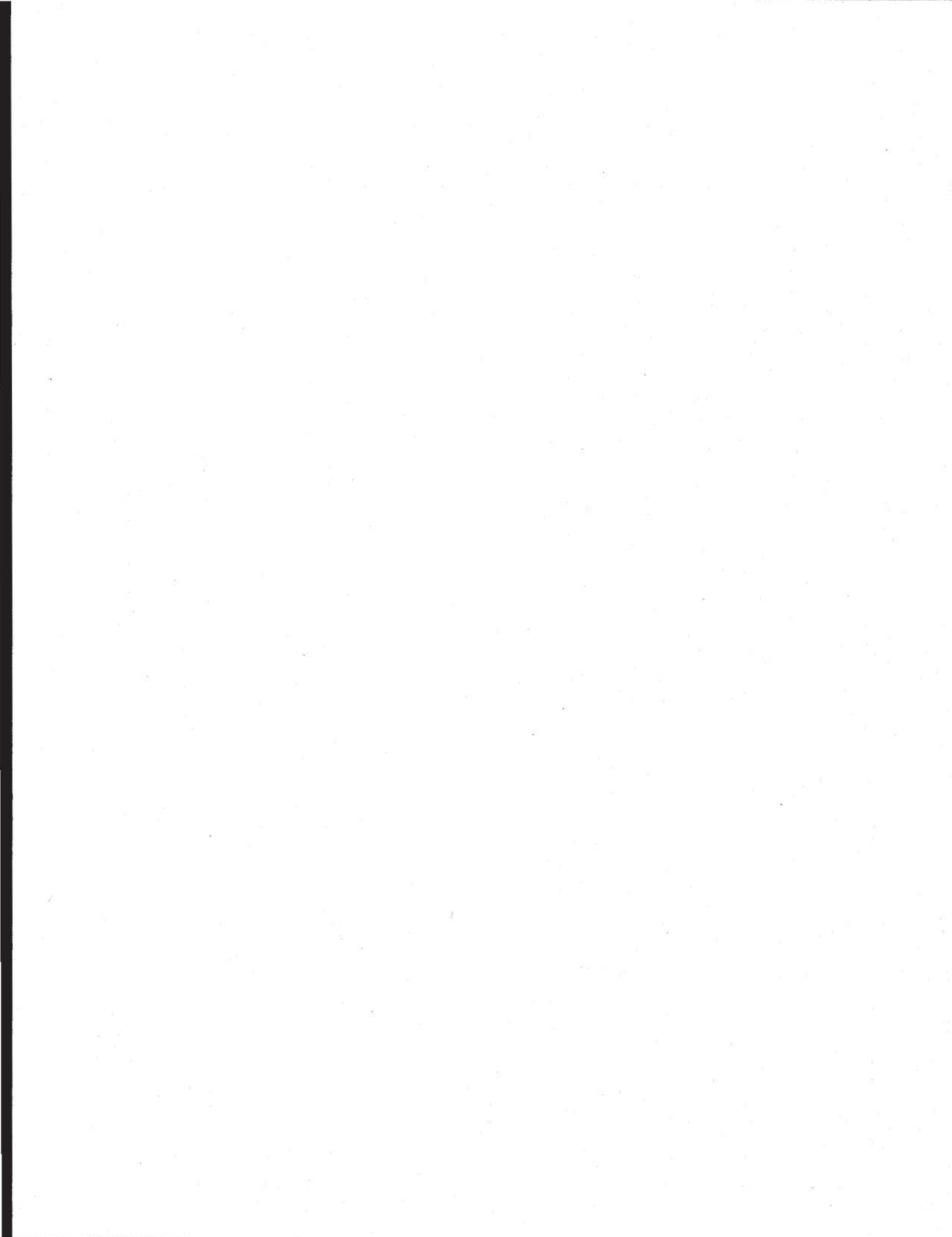
VQS 3.3.4 QUESTION:

Provide three current client references that Respondent has been doing business with, for three years or longer. Client references may not include the NAPM LLC itself or any individual that serves as a company representative or consultant for the NAPM LLC, FoNPAC, or SWG. Include the client or customer's official or registered name, nature of relationship, contact person, contact title, phone number, and email address.

Neustar Response

	Reference 1	Reference 2	Reference 3
Client or Customer Official or Registered Name	HIGHLY CONFIDENTIAL		
Nature of Relationship	HIGHLY CONFIDENTIAL		
Contact Person	HIGHLY CONFIDENTIAL		
Contact Person Title	HIGHLY CONFIDENTIAL		
Contact Phone Number	HIGHLY CONFIDENTIAL		
Contact Email Address	HIGHLY CONFIDENTIAL		

* Red cells are required



VQS 3.3.6 QUESTION:

List three large client or customer accounts that Respondent has obtained in the past 12 months.

Neustar Response

Because Neustar's contracts with its customers contain commercially typical confidentiality provisions, we are unable to identify the customers, and so we have edited the following to maintain non-attribution.

Client or Customer Name: Tier 1 Carrier

Reason for business award:

This carrier planned to consolidate multiple network technologies into one new network for deriving greater efficiencies and improved consumer experience. As part of this effort, the carrier was turning down some of its legacy network assets. It also involved a significant circuit decommissioning activity. The carrier set this project to be performed in two phases, the first of which was intended to be a small pilot, followed by a second phase where a majority of the circuits would be disconnected.

Through a competitive procurement process, Neustar was selected for the pilot phase. Neustar decommissioned the circuits significantly ahead of schedule and in compliance with SLAs, thereby saving the carrier several million dollars in costs for maintaining these circuits. Neustar was able to reduce the level of fallout and improve the time to completion that the carrier had historically seen in these types of circuit decommissioning activities. As a result, the carrier selected Neustar for the second phase of the project. That work is now underway and expected to continue through the end of 2014.

Client or Customer Name: Tier 1 Cable Operator

Reason for business award:

This operator was considering multiple options to improve its Commercial Customer Directory Listings (DL) solution. At that time, its embedded solution had become problematic, as commercial customers had grown substantially over the previous 2 years. Their solution had a high level of listing fall-out and was subject to minimal automation (causing high levels of manual handling and longer completion timeframes), which translated to a high cost of service for the operator.

The operator thus required a new, automated solution. Neustar's proposed solution reduced the high cost manual fall-out by automation of the operator's multiple Commercial DL processes. This resulted in the carrier optimizing, and better predicting, its monthly/annual expenses.

Though Neustar is now in the early stages of the deployment of this solution into production, the carrier has already reduced its Commercial DL fall-out from 70% to less than 30%. Continued automation is expected to reduce further the fall-out each month.

Client or Customer Name: Tier 1 Carrier

Reason for business award:

This carrier needed to replace several expensive legacy systems and consolidate all wireless and wireline telephone number inventory, assignment, forecasting, NRUF, reporting and methods & into one solution. The carrier selected Neustar for this project.